

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

August 20, 2008

5 Page Document

TITLE:	CHIP Customer Service Representative
POSITION NO:	04911
LOCATION:	Health Resources Division, Helena
STATUS:	Full-Time/Permanent
UNION:	MPEA
PAY GRADE:	Pay Plan 20, Pay Band 3
STARTING SALARY:	\$19,881 - \$24,851 annually. Depending on qualifications and internal equity.
SUPPLEMENT:	Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Thursday, September 4, 2008.** For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPECIAL INFORMATION: Occasional travel to meetings or training may be required but is minimal (1%). A position description is available and may be requested by calling 1-877-543-7669.

CRIMINAL RECORDS BACKGROUND CHECK: All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

TYPICAL DUTIES: This position is responsible for managing the toll-free Children's Health Insurance Plan (CHIP) Family Health Line, to access health care coverage and services for their children; serving as the initial contact for Montana citizens with the CHIP bureau; gathering data that is not readily available and that must be interpreted before processing or initiating a referral; executing special applications such as spreadsheets, graphs, and planning calendars to provide information to managers and the public; and developing thorough knowledge of complex data systems for multiple programs, including data retrieval, reports, and analysis.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Knowledge of confidentiality of information; agency organization and procedures, and agency related programs; time and resource management principles; social and medical service delivery and reimbursement systems; internal processes of the enrollment system; planning, organization and public relations; research techniques and data analysis; and writing and grammar techniques.

Skills: Skill in organization; oral and written communication; conflict resolution; listening actively to probe, understand, restate or summarize a message; interviewing; providing timely and concise information at a high level to others; and empathy and sensitivity to others.

Abilities: Ability to use a multi-line phone system; maintain confidentiality; work under pressure and prioritize activities; work independently and take responsibility for solving problems and make decisions; investigate issues or problems, discern underlying concerns, and make decisions based on situational variables; manage differences and resolve conflicts by confronting problems openly and constructively; develop cooperation and teamwork while working toward solutions; be flexible; and adapt to and work effectively with a variety of situations, individuals, or groups.

EDUCATION/EXPERIENCE REQUIRED: High school diploma or GED **AND** two years of relevant public contract experience. Additional vocational program or post secondary education is preferred.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts (if applicable) for any coursework at a college or technical school. (**Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT 59604; and

4. Supplemental questions.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, and life insurance. Other benefits include vision insurance, a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

SUPPLEMENT QUESTION

Department of Public Health and Human Services
Title: CHIP Customer Service Representative
Position: #04911
Location: Health Resources Division, Helena

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your response to this supplemental question must be printed clearly or typed on standard 8.5 x 11 inch paper. Your response should be clear, concise and numbered. Since your response will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTION

NOTE: Your answer to the following question must be specific as to dates and employers. If this supplement is used as a screening tool, your answer may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. The CHIP toll-free Hotline receives approximately 16,000 calls per year. Please describe your previous experience managing a multi-line phone system.